



Palantir Foundry Cloud Support



1. Overview

FPT provides end-to-end services to enable, operate and scale Palantir Foundry as a secure, enterprise data platform. The service supports organisations in moving from fragmented data and manual analytics toward governed, self-service decision-making and operational analytics.

Services focus on platform adoption, data integration, analytical application development and ongoing operational support, enabling Foundry to be used as a trusted system for analytics, planning and operational insight across business domains. Delivery is flexible and aligned at call-off to platform maturity, use-case complexity and organizational priorities.

2. About FPT

FPT is a global technology services provider with extensive experience delivering data, cloud and application services for large and complex organisations. With strong engineering capability across modern data platforms and cloud-native technologies, FPT supports the delivery, operation and optimisation of Palantir Foundry solutions at scale.

3. Service Scope

FPT Palantir Foundry services span the full lifecycle of platform delivery and operation, including:

Platform Enablement & Adoption

- Configuration of Foundry environments and core services
- Data ingestion pipeline design and implementation
- Ontology modelling and data object design
- Integration with enterprise systems and third-party platforms
- Security configuration, access models and user management

Analytics & Application Development

- Development of Foundry applications using low-code and full-code tooling
- Configuration of analytics, reporting, and operational dashboards
- Enablement of self-service analytics for business and technical users
- Extension of Foundry capabilities through APIs and custom applications

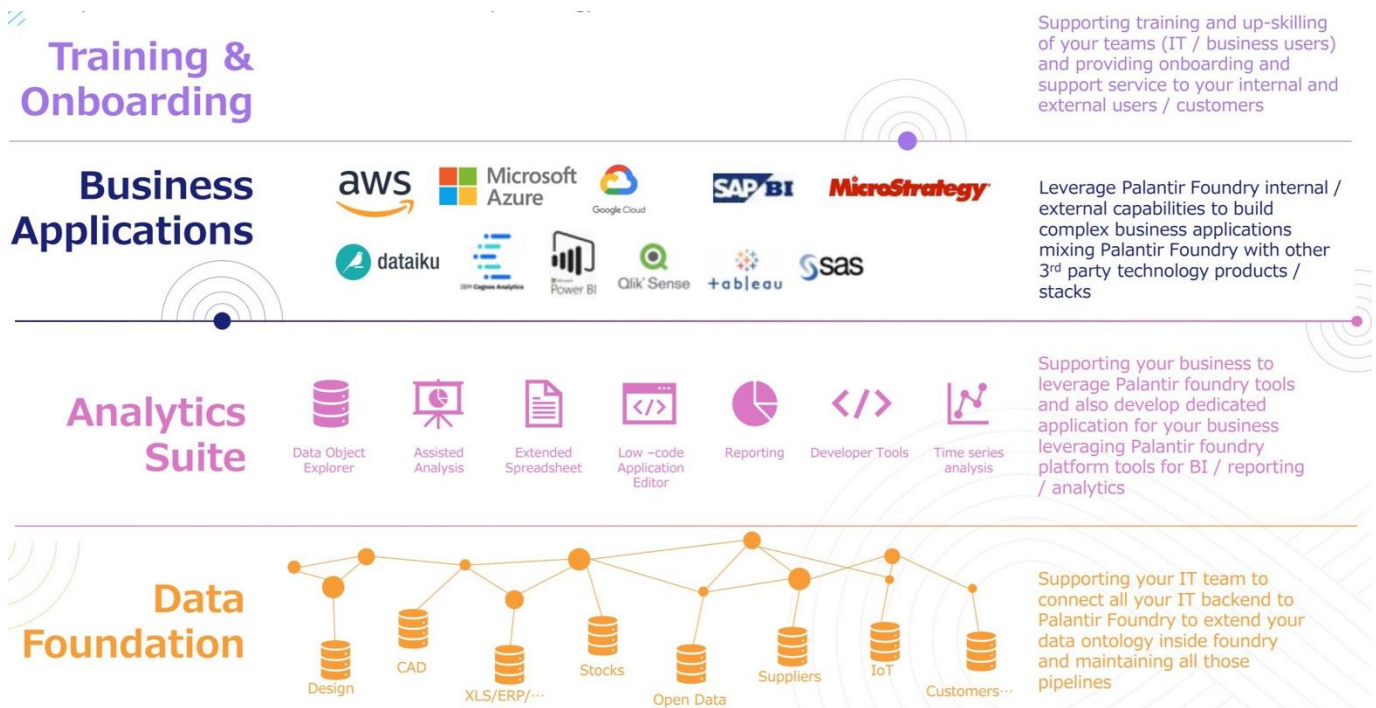
Operational Support & Optimisation

- L2/L3 operational support for Foundry platforms and applications
- Monitoring, alerting and performance management
- Incident, problem and request management

- Release support, configuration changes and controlled updates
- Platform optimization and technical debt remediation.

Training & Enablement

- User onboarding and role-based training
- Enablement of internal development and analytics teams
- Knowledge transfer to support long-term platform adoption



4. Operating Model

Palantir Foundry services are delivered within secure cloud environments and integrated with existing buyer tooling and processes. FPT operates Foundry as a live platform rather than a one-time implementation, ensuring services remain available, performant and aligned with operational needs.

Delivery is supported by tiered cloud support processes and clear ownership across data pipelines, applications and platform services. A named technical lead or service manager may be provided to coordinate service delivery, platform reviews and continuous improvement activities, subject to agreement at call-off.

5. Governance & Assurance

FPT applies structured governance to Palantir Foundry services to support transparency, control and trust. Governance activities may include:

- Documented platform architecture and configuration

- Change management and release controls
- Service reporting and SLA tracking
- Root cause analysis for incidents and platform issues
- Security, compliance and audit support aligned to buyer requirements

Governance arrangements are aligned to buyer requirements and agreed at call-off.

6. Tools & Automation

Service delivery is supported by industry-standard and buyer-preferred tooling, including:

- ITSM and ticketing platforms
- Monitoring and observability tools
- CI/CD pipelines and deployment automation
- Platform telemetry and operational dashboards

Automation is applied progressively to improve stability, reduce manual effort and support cost optimization.

7. Delivery & Operating Model

FPT delivers Palantir Foundry Services using a blended onshore, nearshore and offshore model, enabling cost efficiency while maintaining service quality and responsiveness.

Key Characteristics:

- Dedicated service delivery management and governance
- Best-shore resource allocation aligned to time zones and service needs
- English-fluent global delivery teams
- Structured shift-handover and knowledge retention practices

Delivery models can be centralised or decentralised depending on buyer preference and application landscape complexity



THANK YOU

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